

2010 Annual Report

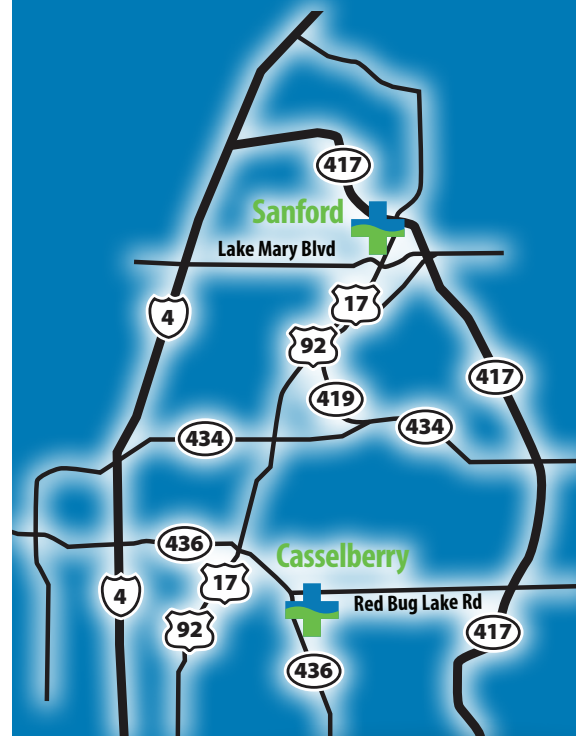


Locations

Sanford | 407.665.3000
400 West Airport Blvd., Sanford, FL 32773

Casselberry | 407.665.3400
132 Sausalito Blvd., Casselberry, FL 32707

Go to: www.seminolecohealth.com
for more information or call specific departments
for hours of operation & to schedule appointments.



407.665.3000
www.seminolecohealth.com

2010 Highlights

H1N1

It was with the wonderful cooperation of Seminole County businesses and partners that we were able to have successful H1N1 vaccination events.

- + 9 high school cafeteria venues were used to immunize 14,974 citizens of Seminole County
- + 16 Community/Faith Based Events
1,145 total H1N1 Vaccinations administered
- + 5 Business/Corporate Events with
304 H1N1 Vaccinations administered
- + 6 School/School Support based Events
533 H1N1 Vaccinations administered
- + Seminole Towne Centre Mall
1,424 H1N1 Vaccinations administered

1st in Central Florida

In a recent report published by the Population Health Institute at the University of Wisconsin, Seminole County ranked 3rd in the state and 1st in Central Florida for health outcomes. Health outcomes are dependent on many factors such as quality of available health care, behavior of the people living here, availability of park and recreation space, air quality and alcohol and tobacco use.

Embracing Change

Successful businesses are driven by customer feedback. The SCHD has an 80% employee satisfaction and an 83% satisfaction rating from our prenatal clients. We see and embrace customer driven changes for our organization.



Operation Haiti Relief

SCHD routinely conducts exercises in preparation for disasters including hurricane response and disaster relief. During this mission, the Seminole County Health Department and our Region 5 health and medical partners provided disaster expertise round the clock for 24 straight days.

Maternity Milestone

In 2007 the SCHD embarked on a mission to ensure all pregnant women have a place to get prenatal care. In 2010, a milestone was reached by delivering over 500 babies. Infant mortality has steadily declined since the program's inception.



2010 Annual Report



Our Dental & Immunization Programs got a Facelift!

After a year of renovations we are excited to announce our reopening of our dental clinic in Sanford. We now have four operatories that are equipped with the most current technology in dental care treatment. In honor of the new facelift we are renaming the clinic Seminole Dental Care.

One of the improvements to the clinic has been the addition of hand painted themed murals in each room. Children, like adults, can be a bit nervous about a trip to the dentist so these murals provide a comforting distraction during their visit. The artists with Mad About Art, Sharon Hyder and Lori Anne Harris generously donated their work to us.

This expansion will allow us to provide services to as many as 2,300 additional clients. A growing number of children needing dental care created this opportunity as very few dentists accept Medicaid. With the new facilities and high quality services we provide, we will ensure more children will have a bright smile and future.

In addition, our Immunizations Department also received much needed attention. With larger rooms, entire families needing shots can be accommodated. Our equipment has been updated to ensure vaccine is stored at proper temperature to avoid waste and ensure safety. Immunizations and Dental shares the waiting room and it has been outfitted with comfortable chairs and an area for children to play.



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To Our County Leaders, Community and Customers,

Our 2010 annual report is intended to provide a quick look into how public health is working in your community. To capture what's truly happening at the Seminole County Health Department (SCHD) it's necessary to consider the assets we have in place. We stand to be accountable and are committed to providing excellent service as we support the needs of the community. As a core function, we strive to focus on community partnerships to meet unmet needs.

People frequently say "I didn't know the Health Department does that!" To increase awareness of the services we provide, we have outlined an awareness campaign that includes branding and a new logo. We use national standards as a way to measure how our clinical services deliver on the promise of high quality service to the public. We encourage customer feedback in order to improve our services and our customers have spoken. As most businesses are faced with the same dilemma, we too, continue to do more with less and look for better and more efficient ways to do business.

"One can tell that the people who work here like the job that they do and they do it well."

—Customer feedback

It is our responsibility to protect the public's health and our response to H1N1 is an example of how we succeeded. We partnered with the Seminole County School Board and Seminole State College and we vaccinated over 25,000 residents. Seminole County was ranked #1 in Central Florida for health rankings and this was encouraging. Despite our successes, our work is not done. Our infant mortality rates are still too high, we have unacceptable STD rates in high school aged students, and the pending health legislation will affect access to care for generations to come.

Seminole County has a lot to be proud of including the individuals who work at SCHD everyday to protect your health. Our mission, vision and values are the road map for "building a healthier future for our community". Your Seminole County Health Department is prepared and ready to be a leader in the changes ahead of us.

Michael J. Napier

Michael J. Napier, M.S.
Administrator
Seminole County Health Department



Our Mission

The mission of the Seminole County Health Department is to promote and protect the health and safety of all people in Florida through the delivery of quality public health services and the promotion of health care standards.

Our Vision (People, Place, Prosperity)

A community-based local public health system that is identifiable and in place to monitor health status and provide direction in public health policy.

Our Values

Make A Point—Communicate openly, listen earnestly, give feedback honestly and respectfully, and take input graciously.

Make It Happen—Use your talents, show initiative, take sensible risks, make a decision and follow through.

Make It Personal—Be passionate, be accountable, respect others and do the right thing even when no one is looking.

Make A Difference—Make a positive impact on clients, co-workers, programs and community.

Make A Partnership—Work with others to make a difference, to achieve and exceed goals and solve problems.



The Seminole County Health Department is driven by addressing community needs with local, state and federal resources. Prenatal care, dental, travel shots, family planning and STD services are some of our most sought out programs. Please visit our website for a complete list of services: www.seminolecohealth.com

Testimonials



"I appreciate what everyone has done for me from the receptionist, appointment setter and everyone in the prenatal center."

"I've been here for years and every time I've always been helped by the staff. Everyone has always been respectful and patient with me."

Our Mission: to improve quality of life, we will promote the health and safety of all residents and visitors of Seminole County.

Services

Clinical Services

- + **Breast & Cervical Cancer Program** • 407-665-3185
 - Served 614 with breast health services
- + **Child Health** • 407-665-3700
 - 2,651 services provided
- + **Pregnancy Testing** • 407-665-3700
 - 7,168 pregnancy tests done
- + **Prenatal Services** • 407-665-3700
 - 1,288 services provided
- + **Family Planning Program** • 407-665-3700
 - 3,071 services provided
- + **Clinical Services** • 407-665-3700
 - 21,460 Appointments scheduled
 - 16,066 Clinic services provided
- + **Healthy Start Program** • 407-665-3278
 - 5,440 services provided
- + **WIC Program** • 407-665-3705
 - Sanford & Casselberry
 - 14,849 services provided

- + **Emergency Preparedness** • 407-665-3311
 - # of people receiving training = over 250
 - emergency training encounters
 - Mentored 3 counties for NACCHO Project Public Health Ready

Community Services

- + **Seminole Dental Care**
 - Sanford 407-665-3346
 - Casselberry 407-665-3410
 - 4,385 patients & 18,000+ services provided
- + **Environmental Health** • 407-665-3605
 - Facilities - 3,270 inspections
 - Onsite Sewage & Disposal - 4,324 inspections
 - (Most recent figs. From Oct 2009-Sept 2010)
- + **Health Promotion Program** • 407-665-3382
 - Provided education support for over 50 community events
 - Conducted 12 education sessions (over 200 participants)
- + **Tobacco Program** • 407-665-3454

- + **Vital Statistics** • 407-665-3226
 - 3,157 Birth Certs
 - 3,057 Death Certs
 - Total = 6,214

- + **Financial Eligibility for Clinical Services** • 407-665-3700
 - Over 6,000 eligibility determination forms were processed

Community Health

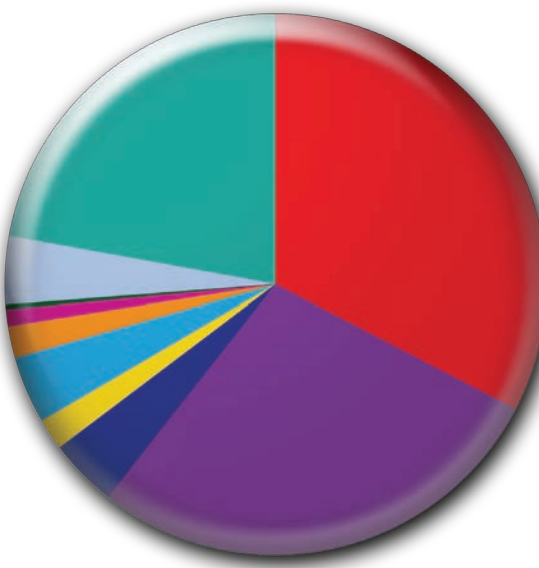
- + **Sexually Transmitted Diseases** • 407-665-3291
 - 2,799 services provided
- + **HIV/AIDS Services** • 407-665-3691
 - 325 services provided
- + **Epidemiology** • 407-665-3266
 - Handled over 700 cases of reportable disease
 - (Data from CY 2009. Data for 2010 not yet available.)
- + **Tuberculosis (TB) Program** • 407-665-3242
 - 1,550 services provided
- + **Refugee Health Program** • 407-665-3298
 - 136 clients seen
- + **Hepatitis Program** • 407-665-3019
 - 3,543 services provided
- + **Immunizations/Vaccines Program**
 - Sanford - 407-665-3281
 - Casselberry - 407-665-3410
 - 32,653 services provided
- + **School Health Services** • 407-665-3430
 - 15,314 Seminole Co. students screened
 - 14,724 Public students screened
 - 590 Private students screened (upon request)

47,712 Services provided



Revenue

Seminole County Health Department is run like most businesses. We have costs, revenues, partners and our customers. Here are the sources of our revenues.



- 33% State Revenue**
- 28% Federal Revenue**
- 23% Medicaid**
- 4% Board of County Commissioners**
- 4% Clinic Fees**
- 4% Environmental Health**
- 2% Grants & Other**
- 1% Vital Statistics**
- 1% 3rd Party Reimbursement**
- 0% Medicare**



Partnerships

By partnering with various businesses and organizations we are able to leverage all the resources that Seminole County has to offer. Here are a few of our community partners.

Central Florida Regional Hospital
Dental Care Access Foundation
Envision Seminole



Central Fl Family Health Center
Seminole State College
Drug Free Coalition

University of Central Florida
Florida Hospital, Altamonte Springs
Remington College of Nursing

Sem. County Community Assistance
Shepherd's Hope
South Seminole Hospital